

**Government of India**  
**Ministry of Consumer Affairs, Food and Public Distribution**  
**Department of Consumer Affairs**

**RAJYA SABHA**

**UNSTARRED QUESTION No.550**

**TO BE ANSWERED ON 23.07.2021**

**DISPOSAL OF CONSUMER GRIEVANCES**

550 SHRI M.V. SHREYAMS KUMAR:

**Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:**

- (a) the details of grievances filed by the consumers over the last two years and the details of number of complaints addressed and complaints that are still pending, State-wise;
- (b) the details of funds allocated and utilised for strengthening the consumer status in the country, State-wise; and
- (c) the details of measures taken by Government to protect the interests of the consumers?

**ANSWER**

**THE MINISTER OF STATE**  
**CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**(SHRI ASHWINI KUMAR CHOUBEY)**

(a) : Details of consumer complaints filed in the consumer commissions across the country over the last two years 2019 and 2020 are given State-wise at **Annexure-A**.

(b) : Details of funds allocated and utilised for strengthening the consumer status in the country, State-wise is given at **Annexure-B**.

(c) : To protect the rights of consumers, the Consumer Protection Act, 2019 has been enacted, which provides for establishment of three-tier quasi-judicial machinery, called Consumer Commissions, at the District, State and National levels to provide simple and speedy redressal to consumer disputes; establishment of a Central Consumer Protection Authority (CCPA) to regulate misleading advertisements and unfair trade practices affecting consumers as a class; simplification of the adjudication process in the Consumer Commissions such as enhancing pecuniary jurisdiction of the Consumer Commissions, filing of complaint from the Consumer Commission having jurisdiction over the place of work/residence of the consumer irrespective of the place of transaction, e-filing and e-payment, videoconferencing for hearing, deemed admissibility of complaints if admissibility is not decided within 21 days of filing; court monitored mediation to facilitate early disposal of cases; provision of product liability; penal provisions for manufacture/sale of adulterated products/spurious goods; provision for making rules for prevention of unfair trade practice in e-commerce and direct selling.

A Consumer Commission online application portal named “edaakhil.nic.in” has been developed to facilitate the consumers/advocates to file the consumer complaint online through the e-Daakhil portal from home or anywhere at their own comfort.

Further, the Govt. has launched the “Jago Grahak Jago” campaign through electronic and print media for consumer awareness and joint awareness campaigns on consumer rights and responsibilities. The Government has set up National Consumer Helpline (NCH) and six Zonal Consumer Helplines to attend to consumer grievances in Hindi, English and regional languages and serves as a pre-litigation alternate dispute resolution mechanism to handle the consumer grievances.

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**ANNEXURE REFERRED IN REPLY TO PART (a) OF RAJYA SABHA UNSTARRED QUESTION NO. 550 FOR 23.07.2021 REGARDING DISPOSAL OF CONSUMER GRIEVANCES.**

**STATUS OF CASES FILED IN CONSUMER COMMISSIONS FOR THE YEARS 2019 and 2020**

S. No.	Commission(s)	Filed	Disposed	Cumulative Pending	Filed	Disposed	Cumulative Pending
		2019			2020		
1.	Andaman & Nicobar (UT)	42	28	14	31	17	14
2.	Andhra Pradesh	2648	1936	812	1235	716	832
3.	Arunachal Pradesh	30	8	24	5	0	5
4.	Assam	427	231	196	241	118	124
5.	Bihar	3330	1779	1551	1678	461	1217
6.	Chandigarh (UT)	3036	2563	473	3737	2160	1577
7.	Chhattisgarh	5505	5174	331	1741	1211	638
8.	Dadra & Nagar Haveli & Daman & Diu (UT)	3	2	1	0	0	0
9.	Delhi (UT)	6203	5962	241	2983	1609	1553
10.	Goa	325	377	6	177	114	63
11.	Gujarat	12771	8073	4839	9400	4774	4626
12.	Haryana	13075	8670	4405	9146	2577	6569
13.	Himachal Pradesh	2069	2116	123	683	539	144
14.	Jammu & Kashmir(UT)	361	146	215	0	0	0
15.	Jharkhand	1087	338	749	390	49	341
16.	Karnataka	10957	8145	2812	7559	4587	2972
17.	Kerala	5663	3491	2172	4573	2261	2312
18.	Ladakh (UT)	0	0	0	0	0	0
19.	Lakshadweep (UT)	0	0	0	0	0	0
20.	Madhya Pradesh	15248	12213	3035	11355	4729	6726
21.	Maharashtra	22849	16228	6621	13885	5754	8131
22.	Manipur	35	17	18	17	11	6
23.	Meghalaya	39	33	6	20	6	14
24.	Mizoram	52	23	29	38	52	4
25.	Nagaland	17	6	11	1	0	1
26.	Odisha	3938	1546	2392	3123	1321	1909
27.	Puducherry (UT)	61	1	60	7620	4131	3429
28.	Punjab	11605	9065	2540	627	1019	0
29.	Rajasthan	12010	13274	433	10220	4993	5655
30.	Sikkim	34	29	6	6	13	0
31.	Tamil Nadu	3973	3196	795	1960	1105	1274
32.	Telangana	3394	2801	593	2622	2026	785
33.	Tripura	211	172	39	135	79	66
34.	Uttar Pradesh	20190	9650	10540	13764	3800	9964
35.	Uttarakhand	1887	2046	356	1716	1317	399
36.	West Bengal	8110	6651	1459	4178	1803	2383
	<b>Total</b>	<b>171185</b>	<b>125990</b>	<b>47897</b>	<b>114866</b>	<b>53352</b>	<b>63733</b>

**ANNEXURE REFERRED TO IN REPLY TO PART (b) OF THE RAJYA SABHA UNSTARRED QUESTION NO. 550 TO BE ANSWERED ON 23.07.2021 REGARDING "DISPOSAL OF CONSUMER GRIEVANCES"****Status of Grants Released for Strengthening Consumer Movement in the Country****(Rs. in Lakh.)**

S.No.	State/UT	2017-18	2018-19	2019-20	2020-21
1.	A & N Islands (UT)	10.00	0	0	89.60
2.	Andhra Pradesh	2.50	161.92	124.55	4.90
3.	Arunachal Pradesh	20.00	40.00	0	0
4.	Assam	0	3.30	3.50	0
5.	Bihar	0	0	0	0
6.	Chandigarh (UT)	0	0	0	0
7.	Chhattisgarh	0	2.50	0.69	0
8.	Dadra Nagar Haveli & Daman & Diu (UT)	0	0	36.00	0
9.	Delhi (UT)	690.76	784.10	349.30	7.55
10.	Goa	0	0	0	0
11.	Gujarat	68.13	1.50	33.56	780.49
12.	Haryana	0	6.65	185.66	0
13.	Himachal Pradesh	0	0	20.00	0
14.	Jammu & Kashmir (UT)	35.00	12.50	0	0
15.	Jharkhand	313.47	36.53	0	0
16.	Karnataka	0	26.09	73.00	0
17.	Kerala	0	0	56.00	0
18.	Ladakh (UT)	0	0	0	0
19.	Lakshadweep (UT)	10.00	0	0	0
20.	Madhya Pradesh	48.96	6.65	80.84	78.00
21.	Maharashtra	8.00	0	9.29	12.32
22.	Manipur	30.78	0	0	0
23.	Meghalaya	20.00	0	40.00	0
24.	Mizoram	0	0	224.90	0
25.	Nagaland	60.00	221.50	40.00	0
26.	Odisha	7.23	10.65	6.46	751.50
27.	Puducherry (UT)	35.00	0	0	0
28.	Punjab	0	8.40	45.77	0
29.	Rajasthan	37.13	779.17	58.00	750.00
30.	Sikkim	30.96	40.00	490.00	0
31.	Tamil Nadu	80.00	6.65	53.34	7.84
32.	Telangana	572.00	0.08	20.00	0
33.	Tripura	19.82	5.00	44.90	40.00
34.	Uttar Pradesh	57.82	269.82	96.11	0
35.	Uttarakhand	35.42	0	28.09	1.27
36.	West Bengal	154.00	110.00	850.00	0
	<b>Total</b>	<b>2346.99</b>	<b>2533.00</b>	<b>2969.95</b>	<b>2523.47</b>